CONTINUOUS QUALITY IMPROVEMENT (CQI)

Adult Protective Services

Our Vision: To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

Our Commitments:
1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

TABLE OF CONTENTS

CHAPTER 1: Prevention and Early Intervention

- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**

- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

Adult Protective Services Intakes – Past 3 Years

Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

2014: Overall, there were 37 more intakes accepted than in 2013. Several service areas had a lower number of intakes received in 2014 than in 2013. (CSA, NSA, and SESA).

2015: Overall, there were 89 more intakes accepted than in 2014. CSA, NSA, SESA, and ESA saw an increase in the number of intakes throughout the year, while the WSA saw a decease in the total intakes received throughout 2015.

Barriers:

Action Items:

Data Review Frequency: Monthly

What are the overall trends of accepted APS intakes over the past 3 years?

Department of Health & Human Services

DHHS
N E B R A S K A

Statewide Intakes Accepted
AND % Increase since 2008
2008 -2015

* shows % of Increase since 2008

Number of Intakes

Year	Value	% Increase
2008	2441	
2009	2522	*3.3%
2010	2738	*12.2%
2011	2479	*1.6%
2012	2740	*12.6%
2013	2910	*19.2%
2014	2947	*20.7%
2015	3036	*24.4%

Department of Health & Human Services

DHHS
N E B R A S K A

Intakes Accepted by Service Area
2012 - 2015

2012 | 2013 | 2014 | 2015

Service Area	2012	2013	2014	2015
CSA	367	400	387	410
NSA	407	473	441	504
WSA	386	381	399	366
SESA	582	643	597	631
ESA	998	1013	1123	1125
Statewide	2740	2910	2947	3036

Adult Protective Services Intakes – Past 3 Months

Strengths/Opportunities:

April 2016: The state remains consistent at about a 25% acceptance rate based on intakes received by the hotline.

Barriers:

Action Items:

Total accepted intakes for the current year (Jan 2016 - present):

CSA: 90

ESA: 320

NSA: 141

SESA: 199

WSA: 111

Data Review Frequency: Monthly

How many APS intakes are accepted vs. not accepted for each Service Area over the past 3 months?

Department of Health & Human Services

DHHS NEBRASKA

All Adult Protective Services Intakes Per Service Area

Legend:
- Not Accepted Intakes
- Accepted Intakes

Service Area	Month	Not Accepted	Accepted	%
CSA	Feb-16	58	16	21.6%
CSA	Mar-16	78	30	27.8%
CSA	Apr-16	72	23	24.2%
ESA	Feb-16	218	76	27.3%
ESA	Mar-16	262	85	31.8%
ESA	Apr-16	242	76	23.9%
NSA	Feb-16	100	31	25.3%
NSA	Mar-16	121	37	25.0%
NSA	Apr-16	107	36	25.2%
SESA	Feb-16	120	39	24.5%
SESA	Mar-16	126	55	30.4%
SESA	Apr-16	127	43	25.3%
WSA	Feb-16	68	28	30.3%
WSA	Mar-16	69	28	26.4%
WSA	Apr-16	86	30	25.9%

The data in this chart represents the number of accepted intakes and not accepted intakes for APS reports for each reporting month. The % at the top of each bar represents the percentage of intakes out of all intakes that were accepted for the reporting month.

This data reflects all the APS Intakes during the reporting month including accepted intakes and intakes not accepted. This data also reflects any multiple reporter intake.

Source: 2016-04 Intake QA Report

APS Recurrence Details – (10/1/13 – 9/30/14)

Strengths/Opportunities:

August 2015: Data chart added this month to show the recurrence rates for different types of APS victims and perpetrators.

October 2015: Statewide overall victim recurrence increased from 6.3% to 6.8%. Perpetrator recurrence increased from 2.4% to 2.9% during the new period under review.

April 2016: Statewide overall victim recurrence went to 6.6%. Perpetrator recurrence decreased to 2.7% overall.

Barriers:

Action Items:

Data Review Frequency: Monthly

What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?

Recurrence Rates for APS Victims & Perpetrators with Substantiated Abuse, Neglect, Exploitation, or Self-Neglect and a Subsequent Substantiation within 12 months

This data shows the Recurrence rates for Adult Protective Services Victims & Perpetrators that meet the following criteria:
- The first substantiation of abuse or neglect occured between 1/1/2014 and 12/31/2014 AND there was a second substantiation within 12 months of the first substantiation.

The *number at the bottom* of each bar represents the number of substantiated intakes during the time period above.
The *percentage shown* represents the percentage of substantiated intakes that had a second substantiation within 12 months of the first substantiation.

Source: 1.1.2014 to 12.31.2014 APS Recurrence Details

CHAPTER 2: Safety

- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**

- **Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work**
- **Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services**
- **Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions**

Intake Calls / Responses – All Calls & APS Breakout

Strengths/Opportunities:

April 2016: This month had a lower number of overall calls than last month.

APS Investigation calls went from 999 (14.8%) of all calls in March 2016 to 917 (14.3%) of all calls in April 2016.

Barriers:

Action Items:

Definitions for each type of call are below the chart.

Source: Hotline ACD & LOB Data

Data Review Frequency: Monthly

How many hotline calls received each month are screened as APS Investigations?

April 2016 Hotline Call Breakout

- Other, 385, **6.0%**
- Default, 1009, **15.7%**
- APS Info / Referral, 210, **3.3%**
- APS Investigation, 917, **14.3%**
- CPS Info / Referral, 768, **12.0%**
- CPS - Child Abuse / Neglect, 2916, **45.4%**
- CPS Coverage, 195, **3.0%**
- CPS Background Checks, 19, **0.3%**
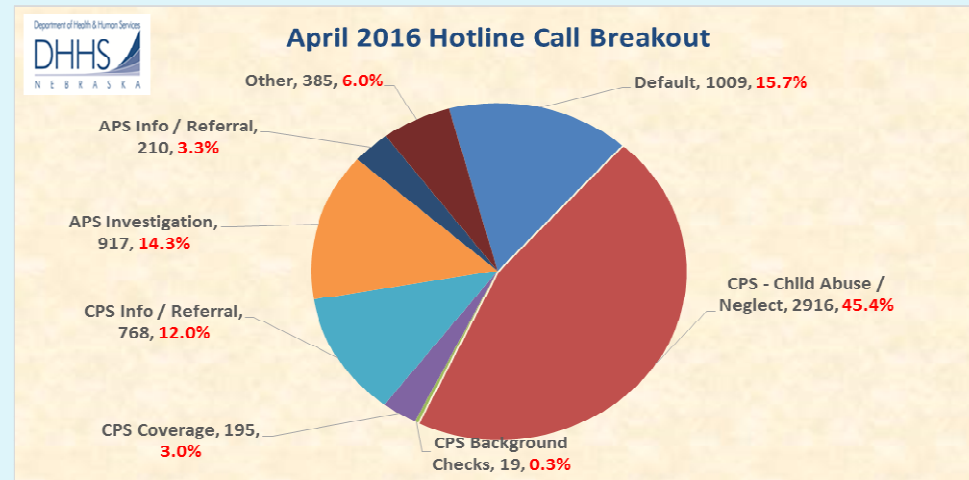
What percentage of hotline calls answered each month were APS Abuse and Neglect calls or APS Info/Referral calls? (Current Report Month)

Hotline Calls Received - APS Investigation (Past 12 Months)

Month	Calls
May-15	901
Jun-15	998
Jul-15	994
Aug-15	1028
Sep-15	992
Oct-15	922
Nov-15	812
Dec-15	820
Jan-16	862
Feb-16	900
Mar-16	999
Apr-16	917
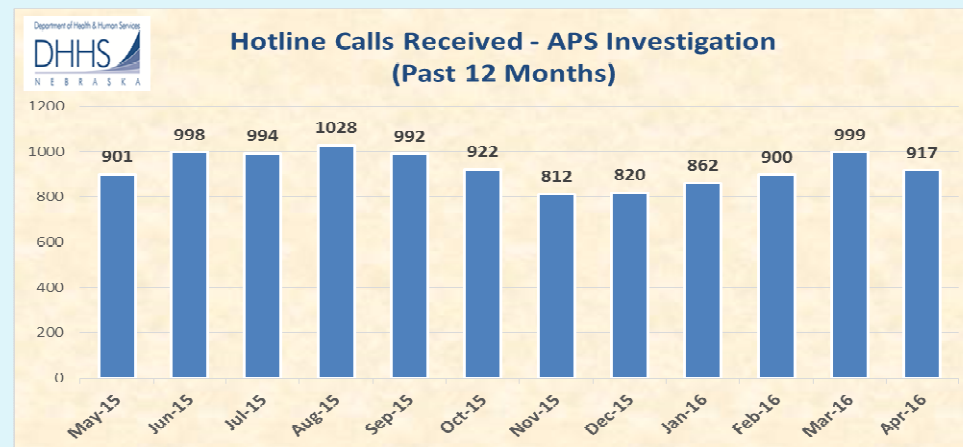
APS Info / Referral: Caller wants information or needs a referral to a community resource
APS Investigation: Caller intends to make an APS report
CPS Info / Referral: Caller wants information or needs a referral to a community resource for children
CPS Coverage: Caller needs information on an open case

CPS Background Checks: Requests for background checks to be completed for placement
CPS Child Abuse/Neglect: Caller intends to make a CPS report
Default: Calls not coded into the Line of Business system
Other: Calls that are general questions that do not fit into any of the other categories and do not generate a report, NFOCUS documentation, or notification to another HHS employee

Intake Quality Measures – APS Only (3 Month Period)

Strengths/Opportunities:

September 2015: Data indicates that APS intakes are received with enough detail to determine if the report met the screening criteria and if the victim may or may not be a vulnerable adult.

Barriers:

Action Items:

Note: This is a quarterly review.

Data Review Frequency: Quarterly

How well does the hotline adhere to expectations established for quality intake decisions?

Number of Reviews:
June 2014 = 29
November 2014 = 56
April 2015 = 28
September 2015 = 80

APS Intake/Hotline Quality Measures

Goal: 100%

Legend: ■ Nov-14   ■ Apr-15   ■ Sep-15

Chart data (Percent Achieved):

Measure	Nov-14	Apr-15	Sep-15
The information gathered and documented was detailed enough and/or adequate to determine if the report met the screening criteria.	100.0%	100.0%	100.0%
The referral statement was detailed enough to determine if the victim may be a vulnerable adult on APS intakes.	100.0%	100.0%	100.0%
The Intake CFSS took action to address immediate safety concerns such as calling law enforcement or the On-Call Supervisor.	100.0%	100.0%	100.0%
Prior history/background checks were documented in the Records Check narrative.	96.4%	100.0%	100.0%

This data only includes APS related Hotline Calls and Intakes.

This chart illustrates the percentage achieved for four measures that are part of the Intake QA review. The intake QA reviews are completed on a random sample of the total CPS and APS intakes completed by hotline staff. The intake QA reviews were implemented by the CQI unit on July 1st, 2013. This is a quarterly review.

Adult Protective Services Intakes vs. Vulnerable Adults (6 Month Period)

Strengths/Opportunities:

April 2016: Data now reflects all accepted intakes for the reporting month. Data is shown for previous months to allow all intake findings to be entered.

Barriers:

Action Items:

The data in the charts reflects the months in which the intake was received. The months on the chart are shown to allow for the 60 day timeframe for intakes to be finalized.

Data Review Frequency: Monthly

How often are alleged victims found to be "vulnerable adults" on accepted perpetrated, Org. Related, and Self-Neglect intakes?
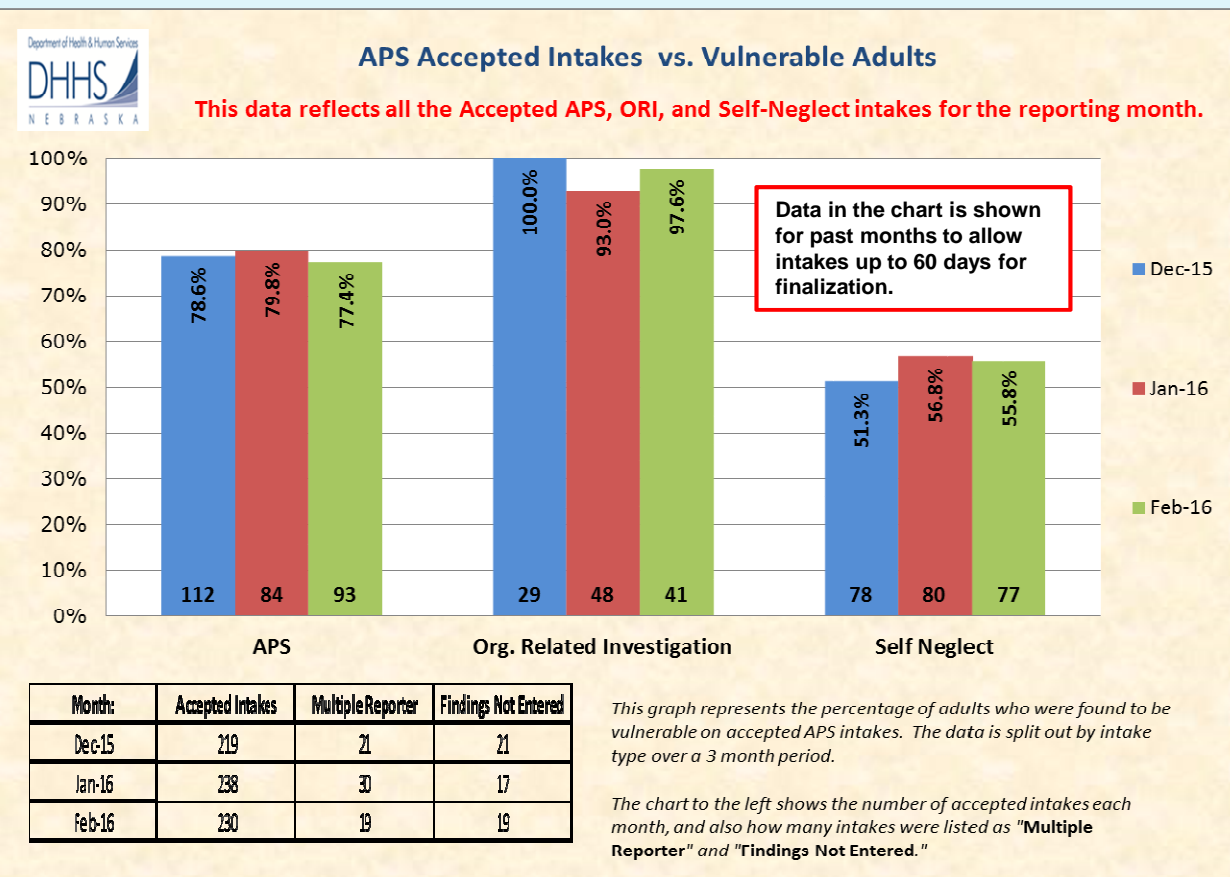

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APS Accepted Intakes vs. Vulnerable Adults

This data reflects all the Accepted APS, ORI, and Self-Neglect intakes for the reporting month.

Data in the chart is shown for past months to allow intakes up to 60 days for finalization.

Legend: Dec-15, Jan-16, Feb-16

APS: 78.6% / 79.8% / 77.4% — counts 112 / 84 / 93
Org. Related Investigation: 100.0% / 93.0% / 97.6% — counts 29 / 48 / 41
Self Neglect: 51.3% / 56.8% / 55.8% — counts 78 / 80 / 77

Month:	Accepted Intakes	Multiple Reporter	Findings Not Entered
Dec-15	219	21	21
Jan-16	238	30	17
Feb-16	230	19	19

This graph represents the percentage of adults who were found to be vulnerable on accepted APS intakes. The data is split out by intake type over a 3 month period.

The chart to the left shows the number of accepted intakes each month, and also how many intakes were listed as "Multiple Reporter" and "Findings Not Entered."

Definitions will be added for the different types of intakes (Perpetrated, Org. Related, and Self-Neglect).

Vulnerable Adult: NRS (28-371): Vulnerable adult shall mean any person eighteen years of age or older who has a substantial mental or functional impairment or for whom a guardian has been appointed under the Nebraska Probate Code.

APS Face to Face Contact Timeframes (3 Month Period)

Strengths/Opportunities:

February 2016: P1 face to face contact time frames returned to 100% while P2 timeframes dropped about 3.5%.

March 2016: P3 face to face contact increased to 100% while P1 face to face contact dropped to 91.7%
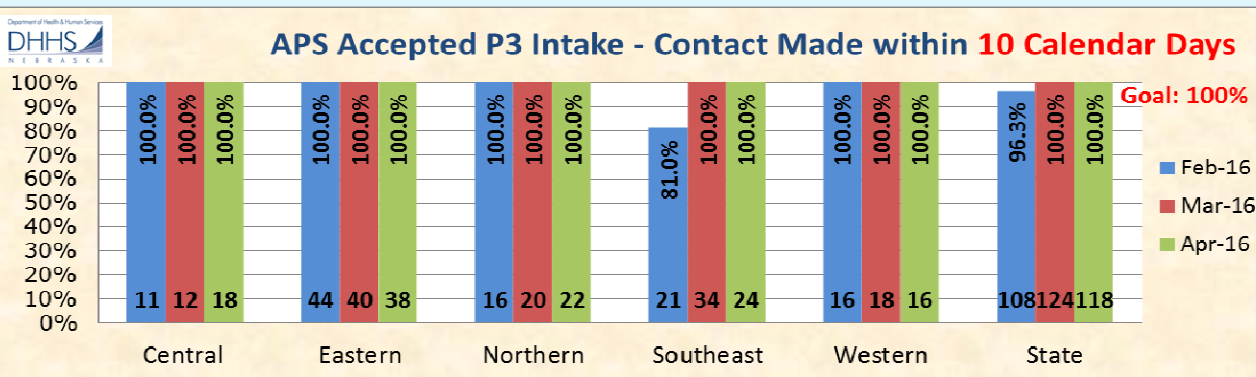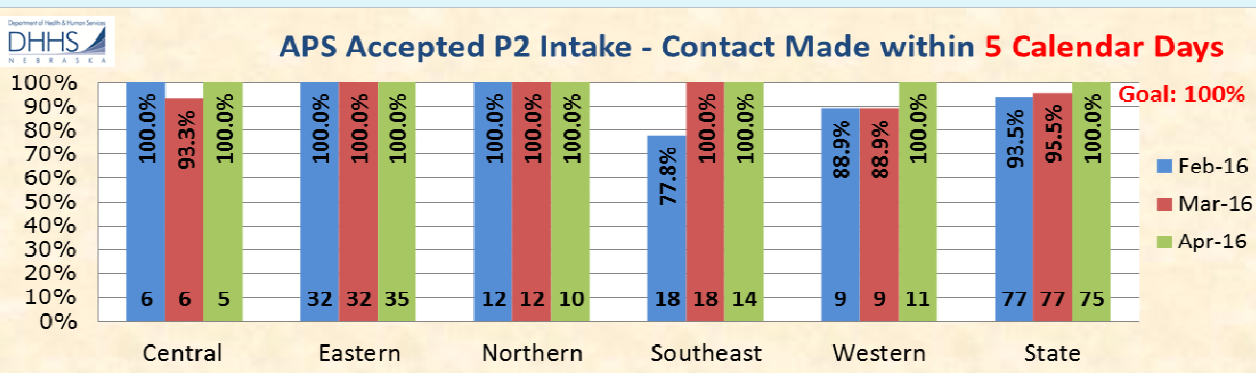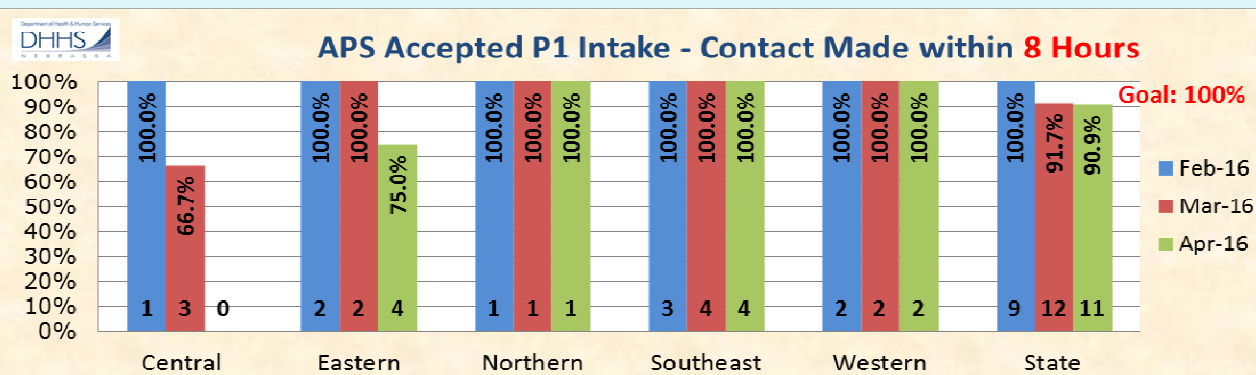
April 2016: P2 and P3 face to face contact time frames are at 100%!

Exceptions granted for intakes accepted in April 2016:

Exception Type	CSA	ESA	NSA	SESA	WSA
Unable to Locate	0	2	0	1	1
Refusal	0	0	0	0	1
Unable to Identify	0	0	0	0	0
Admin. Intake	0	0	0	0	0
Death of Victim	0	0	1	0	0
Law Enforce. Hold	0	0	0	0	0
TOTAL EXCEPTIONS	0	2	1	1	2

This data is measured for intakes accepted in April 2016.

Data Review Frequency: Monthly

Is face to face contact with an alleged victim occurring within established priority time frames?

APS Accepted P1 Intake - Contact Made within 8 Hours

Goal: 100%

Legend: Feb-16, Mar-16, Apr-16

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (1)	100.0% (2)	100.0% (1)	100.0% (3)	100.0% (2)	100.0% (9)
Mar-16	66.7% (3)	100.0% (2)	100.0% (1)	100.0% (4)	100.0% (2)	91.7% (12)
Apr-16	0	75.0% (4)	100.0% (1)	100.0% (4)	100.0% (2)	90.9% (11)

APS Accepted P2 Intake - Contact Made within 5 Calendar Days

Goal: 100%

Legend: Feb-16, Mar-16, Apr-16

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (6)	100.0% (32)	100.0% (12)	77.8% (18)	88.9% (9)	93.5% (77)
Mar-16	93.3% (6)	100.0% (32)	100.0% (12)	100.0% (18)	88.9% (9)	95.5% (77)
Apr-16	100.0% (5)	100.0% (35)	100.0% (10)	100.0% (14)	100.0% (11)	100.0% (75)

APS Accepted P3 Intake - Contact Made within 10 Calendar Days

Goal: 100%

Legend: Feb-16, Mar-16, Apr-16

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (11)	100.0% (44)	100.0% (16)	81.0% (21)	100.0% (16)	96.3% (108)
Mar-16	100.0% (12)	100.0% (40)	100.0% (20)	100.0% (34)	100.0% (18)	100.0% (124)
Apr-16	100.0% (18)	100.0% (38)	100.0% (22)	100.0% (24)	100.0% (16)	100.0% (118)

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-04 APS Performance Accountability

APS Investigation Timeframes – In Ready for Review Status (3 Month period)

Strengths/Opportunities:

February 2016: Increase in P1 and P3 intakes into ready for review status with a slight decrease in P2 timeframes.

March 2016: Consistent rates in across all priority time frames for investigations being put into ready for review status.
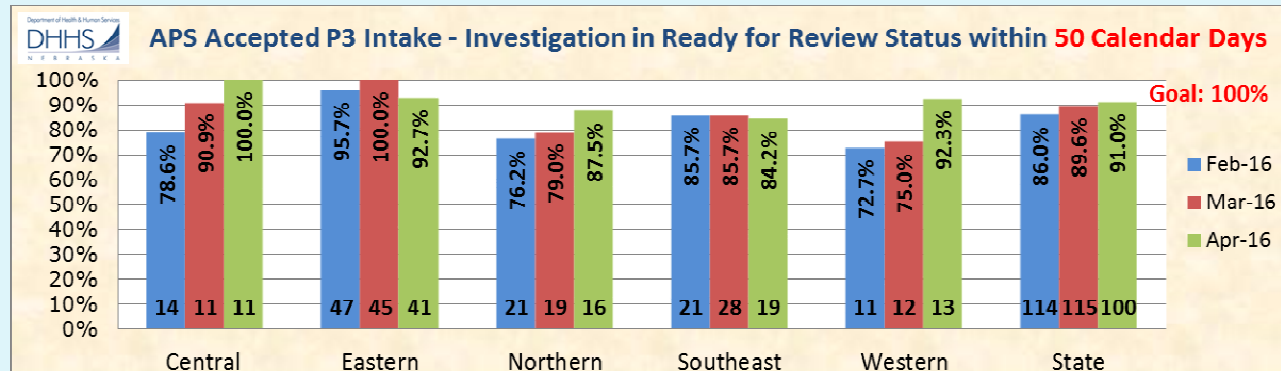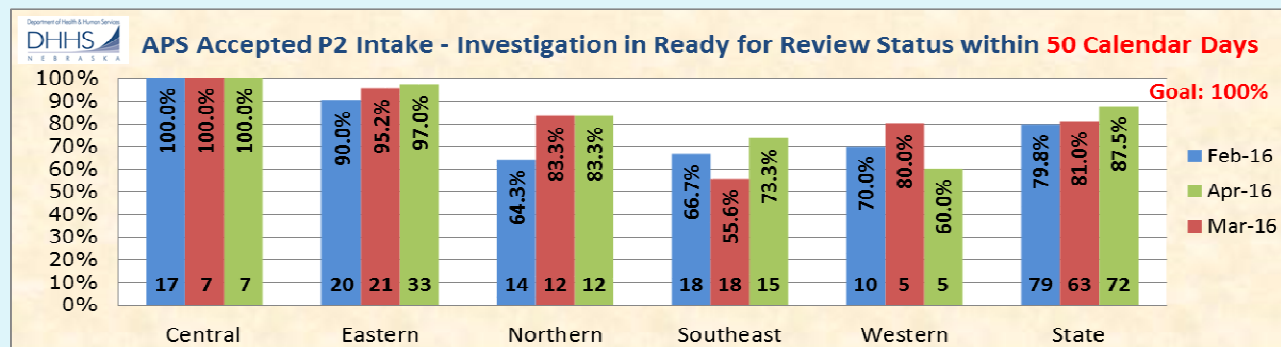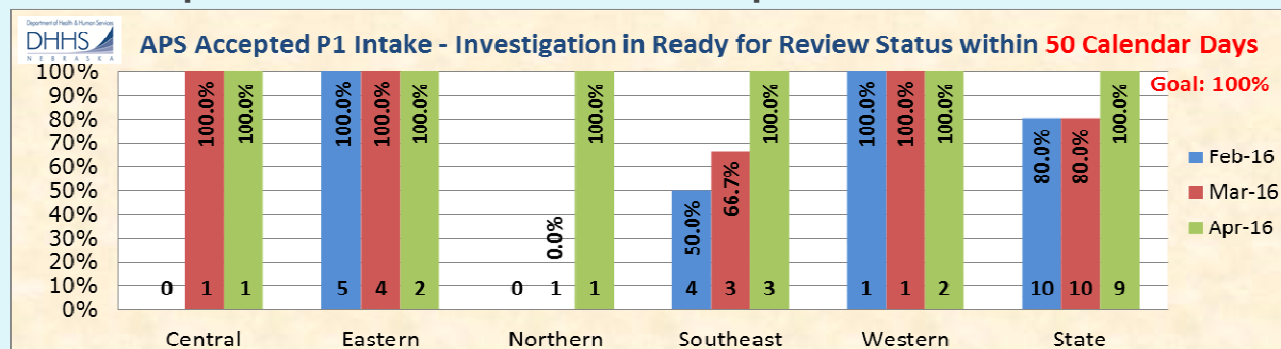
April 2016: 100% for P1 timeframes into ready for review status and around 90% for P2 and P3.

Barriers:

Financial exploitation cases are considered a barrier to achieving this measure due to the time requirements involved in that type of investigation.

Note: Exceptions to finalization timeframes are not reflected in the charts.

Data Review Frequency: Monthly

Is the APS worker submitting their draft APS Investigation to their supervisor for review within the expected timeframes?

APS Accepted P1 Intake - Investigation in Ready for Review Status within 50 Calendar Days — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	0	100.0% (5)	0.0% (0)	50.0% (4)	100.0% (1)	80.0% (10)
Mar-16	100.0% (1)	100.0% (4)	(1)	66.7% (3)	100.0% (1)	80.0% (10)
Apr-16	100.0% (1)	100.0% (2)	100.0% (1)	100.0% (3)	100.0% (2)	100.0% (9)

APS Accepted P2 Intake - Investigation in Ready for Review Status within 50 Calendar Days — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (17)	90.0% (20)	64.3% (14)	66.7% (18)	70.0% (10)	79.8% (79)
Mar-16	100.0% (7)	95.2% (21)	83.3% (12)	55.6% (18)	80.0% (5)	81.0% (63)
Apr-16	100.0% (7)	97.0% (33)	83.3% (12)	73.3% (15)	60.0% (5)	87.5% (72)

APS Accepted P3 Intake - Investigation in Ready for Review Status within 50 Calendar Days — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	78.6% (14)	95.7% (47)	76.2% (21)	85.7% (21)	72.7% (11)	86.0% (114)
Mar-16	90.9% (11)	100.0% (45)	79.0% (19)	85.7% (28)	75.0% (12)	89.6% (115)
Apr-16	100.0% (11)	92.7% (41)	87.5% (16)	84.2% (19)	92.3% (13)	91.0% (100)

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-04 APS Performance Accountability

Data in the charts is shown for February 2016 to allow intakes up to 60 days for finalization.

APS Investigation Timeframes – In Final Status from Ready for Review (3 Month Period)

Strengths/Opportunities:

February 2016: Increase in P1's being finalized within 10 days after ready for review status, with slight decreases in P2 and P3 timeframes.

March 2016: Increase in P1's being finalized within 10 days after ready to review status, with an increase in P3 timeframes and a decrease in P2 timeframes.

April 2016: Decrease in P1 and P3's being finalized within 10 days after ready for review status, with an increase in P2's statewide.

Barriers:

Action Items:

Data Review Frequency: Monthly

Is the APS investigation finalized by the APS Supervisor within 10 calendar days after it is submitted by the worker?

APS Accepted P1 Intake - Investigation in Final Status within 10 Calendar Days of Ready for Review

APS Accepted P2 Intake - Investigation in Final Status within 10 Calendar Days of Ready for Review

APS Accepted P3 Intake - Investigation in Final Status within 10 Calendar Days of Ready for Review

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-04 APS Performance Accountability

Data in the charts is shown for **February 2016** to allow intakes up to 60 days for finalization.

APS Investigation Timeframes – In Final Status from Intake (3 Month Period)

Strengths/Opportunities:

February 2016: Huge increase in finalizing P1's within 60 days.

March 2016: Increase in P1 and P3 finalization time frames, with a steady rate for P2 investigations.
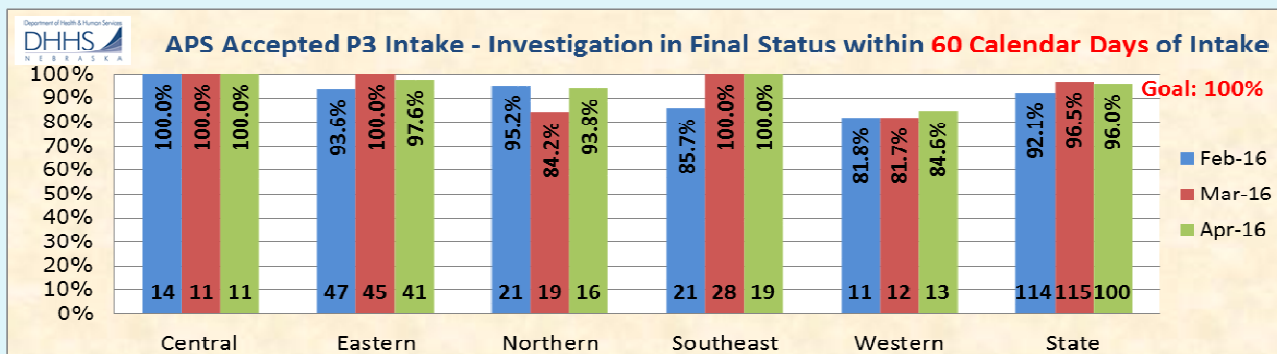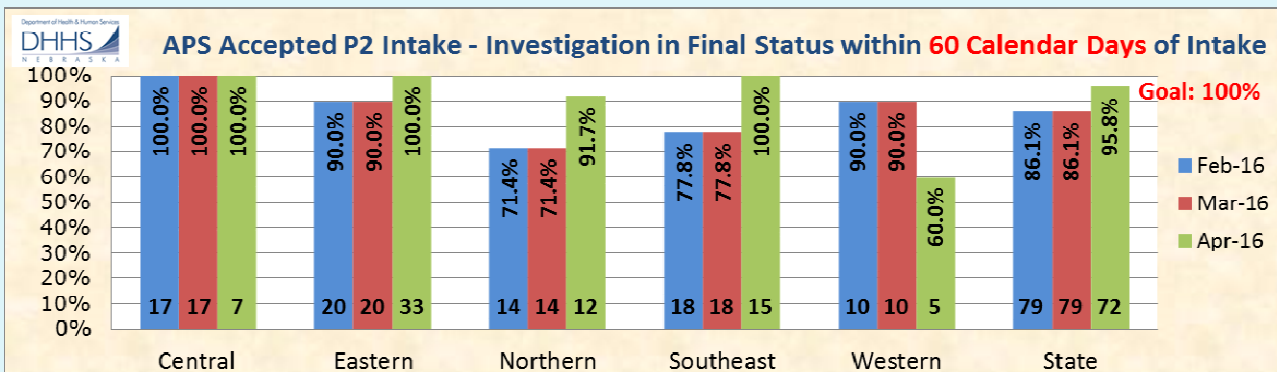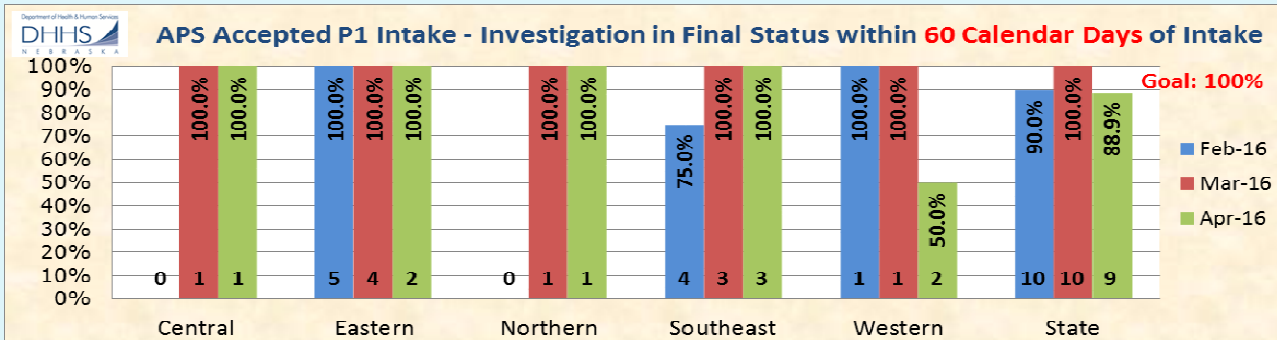
April 2016: Decrease in P1's being finalized within 50 days with an increase in P2's. P3 timeframes remained the same.

Extensions granted for intakes accepted in February 2016:

Extension Type	CSA	ESA	NSA	SESA	WSA
Invest. Timeframe	0	6	4	6	8
Admin. Intake	0	0	0	0	0
Law Enforce. Hold	0	0	0	0	0
TOTAL EXTENSIONS	0	6	4	6	8

This data is measured for intakes accepted in February 2016.

Data Review Frequency: Monthly

Are APS investigations finalized within priority timeframes after the intake was accepted?

APS Accepted P1 Intake - Investigation in Final Status within **60 Calendar Days** of Intake — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	0	100.0% (5)	0	75.0% (4)	100.0% (1)	90.0% (10)
Mar-16	100.0% (1)	100.0% (4)	100.0% (1)	100.0% (3)	100.0% (1)	100.0% (10)
Apr-16	100.0% (1)	100.0% (2)	100.0% (1)	100.0% (3)	50.0% (2)	88.9% (9)

APS Accepted P2 Intake - Investigation in Final Status within **60 Calendar Days** of Intake — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (17)	90.0% (20)	71.4% (14)	77.8% (18)	90.0% (10)	86.1% (79)
Mar-16	100.0% (17)	90.0% (20)	71.4% (14)	77.8% (18)	90.0% (10)	86.1% (79)
Apr-16	100.0% (7)	100.0% (33)	91.7% (12)	100.0% (15)	60.0% (5)	95.8% (72)

APS Accepted P3 Intake - Investigation in Final Status within **60 Calendar Days** of Intake — Goal: 100%

	Central	Eastern	Northern	Southeast	Western	State
Feb-16	100.0% (14)	93.6% (47)	95.2% (21)	85.7% (21)	81.8% (11)	92.1% (114)
Mar-16	100.0% (11)	100.0% (45)	84.2% (19)	100.0% (28)	81.7% (12)	96.5% (115)
Apr-16	100.0% (11)	97.6% (41)	93.8% (16)	100.0% (19)	84.6% (13)	96.0% (100)

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016 – 04 APS Performance Accountability

Data in the charts is shown for February 2016 to allow intakes up to 60 days for finalization.

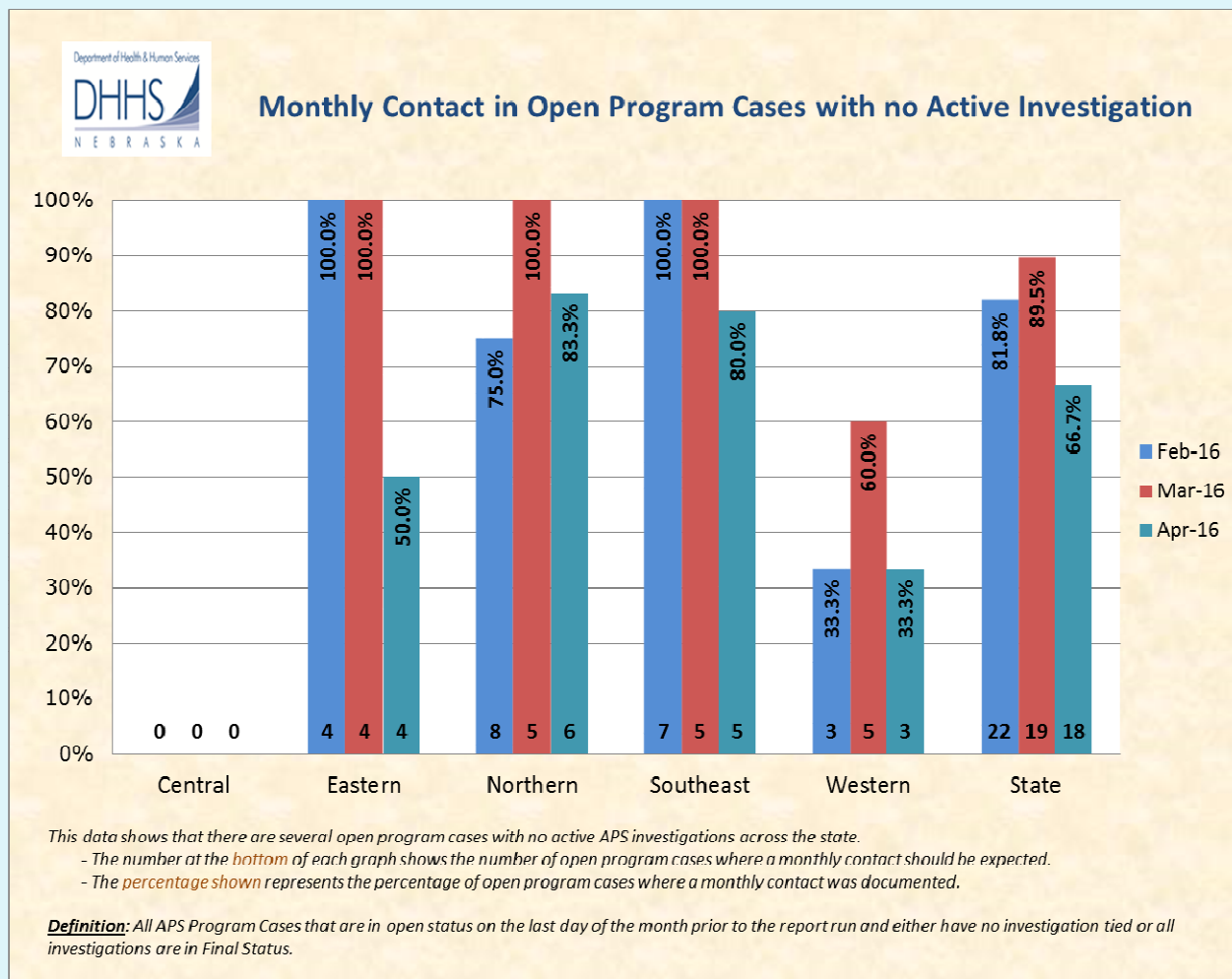## Monthly Contact – Open APS Cases (Current Report Month)

Strengths/Opportunities:

April 2016: Decrease to 66.7% of open cases had a face to face contact documented.

Barriers:

Action Items:

Data Review Frequency: Monthly

Are monthly contacts being documented on open APS program cases with no current investigation?

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Monthly Contact in Open Program Cases with no Active Investigation

	Central	Eastern	Northern	Southeast	Western	State
Feb-16		100.0%	75.0%	100.0%	33.3%	81.8%
Mar-16		100.0%	100.0%	100.0%	60.0%	89.5%
Apr-16		50.0%	83.3%	80.0%	33.3%	66.7%
(counts)	0 0 0	4 4 4	8 5 6	7 5 5	3 5 3	22 19 18

This data shows that there are several open program cases with no active APS investigations across the state.
- The number at the bottom of each graph shows the number of open program cases where a monthly contact should be expected.
- The percentage shown represents the percentage of open program cases where a monthly contact was documented.

Definition: *All APS Program Cases that are in open status on the last day of the month prior to the report run and either have no investigation tied or all investigations are in Final Status.*

Performance Standard: In open program cases with no investigation tied or all investigations in final status, the expectation is one documented face to face contact with the adult(s) per month.

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-04 APS Performance Accountability

APS Quality Measures – Statewide (Quarterly Review)

Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.
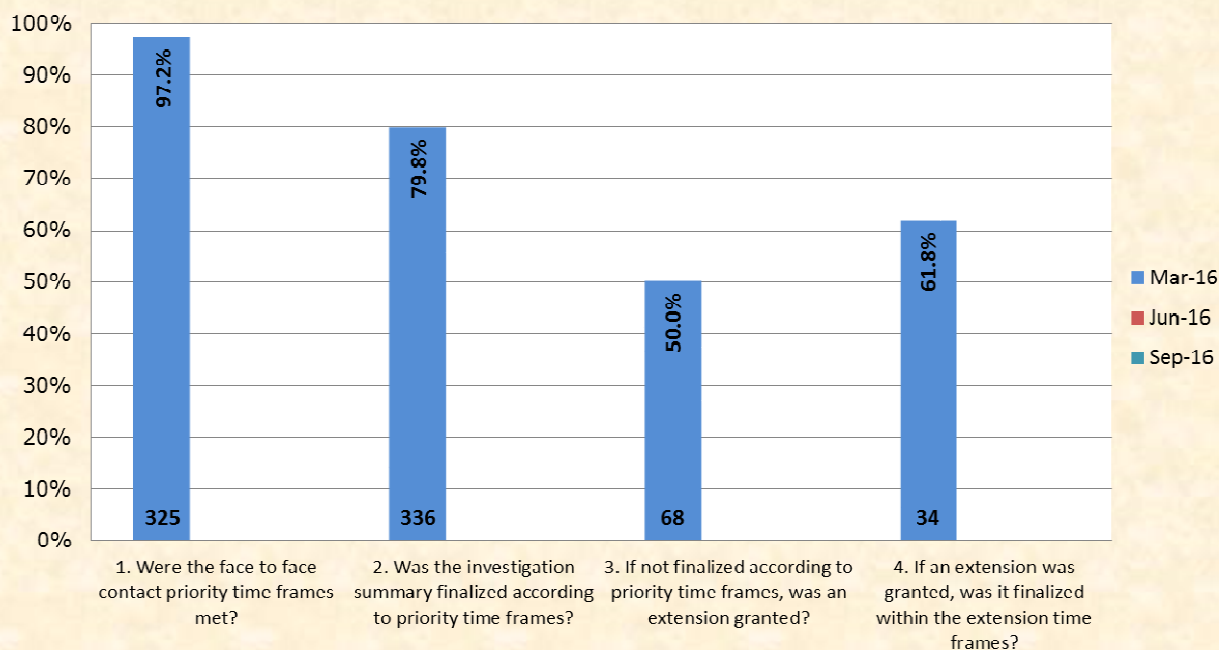
Barriers:

Action Items:

Data Review Frequency: Monthly

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?

Statewide - APS Investigation Summary Quality Reviews

Demographics & Timeliness

Legend: ■ Mar-16 ■ Jun-16 ■ Sep-16

Measure	Value	Count
1. Were the face to face contact priority time frames met?	97.2%	325
2. Was the investigation summary finalized according to priority time frames?	79.8%	336
3. If not finalized according to priority time frames, was an extension granted?	50.0%	68
4. If an extension was granted, was it finalized within the extension time frames?	61.8%	34

This chart illustrates the percentage acheived of four measures that are part of the APS QA Reviews. The APS QA reviews are compelted on a radom sample of all the APS Investigation Summaires that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Invesitgation Summary QA on March 1st, 2016.

Number o APS QA Reviews by Quarter: *March 2016 = 336 reviews (Finalized in Jan. & Feb. 2016)*

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

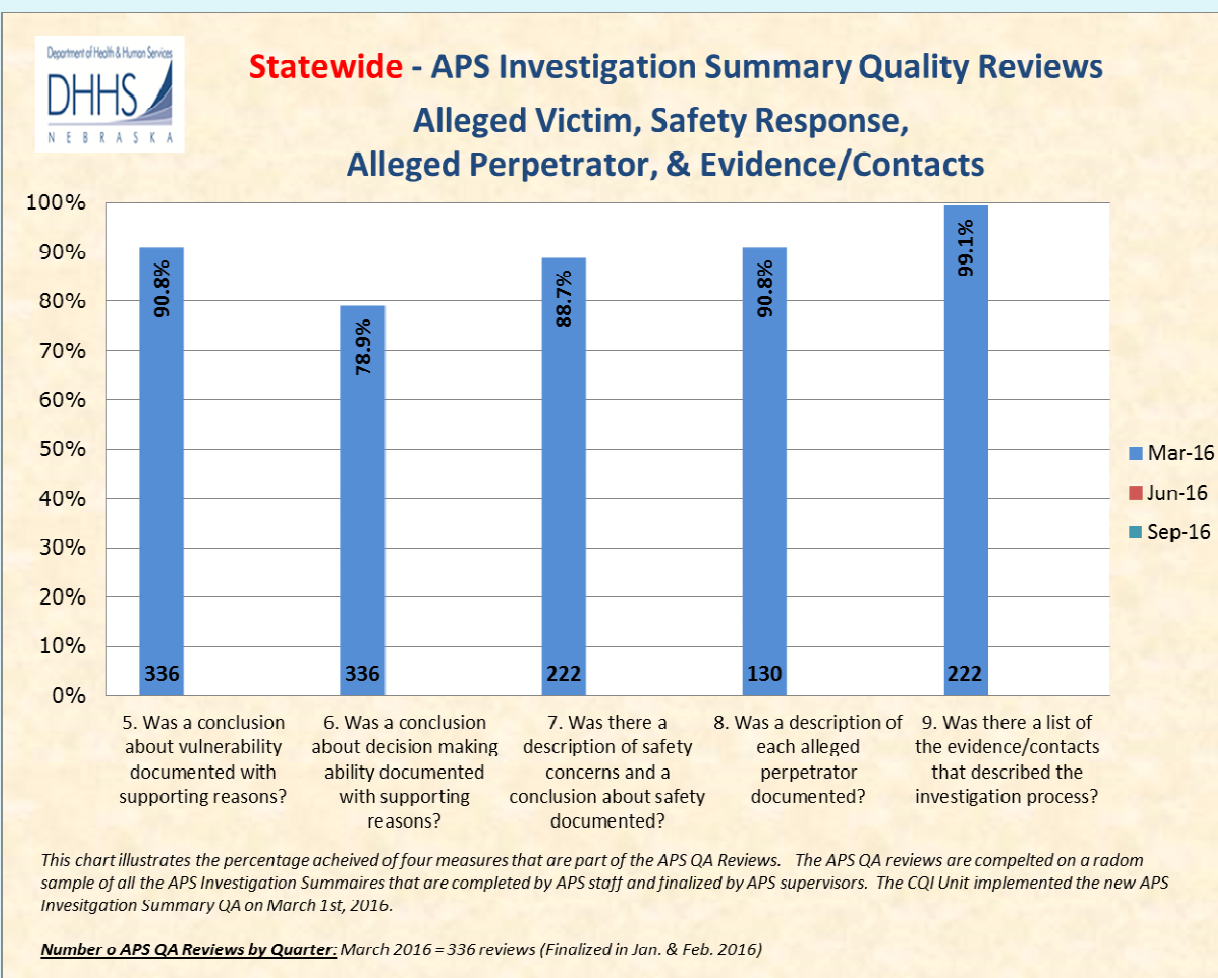## APS Quality Measures – Statewide (Quarterly Review)

Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

Barriers:

Action Items:

Data Review Frequency: Monthly

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?

Statewide - APS Investigation Summary Quality Reviews

Alleged Victim, Safety Response, Alleged Perpetrator, & Evidence/Contacts

Legend:
- Mar-16
- Jun-16
- Sep-16

Bar chart values (Mar-16):
- 5. Was a conclusion about vulnerability documented with supporting reasons? — 90.8% (336)
- 6. Was a conclusion about decision making ability documented with supporting reasons? — 78.9% (336)
- 7. Was there a description of safety concerns and a conclusion about safety documented? — 88.7% (222)
- 8. Was a description of each alleged perpetrator documented? — 90.8% (130)
- 9. Was there a list of the evidence/contacts that described the investigation process? — 99.1% (222)

This chart illustrates the percentage acheived of four measures that are part of the APS QA Reviews. The APS QA reviews are compelted on a radom sample of all the APS Investigation Summaires that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Invesitgation Summary QA on March 1st, 2016.

Number o APS QA Reviews by Quarter: *March 2016 = 336 reviews (Finalized in Jan. & Feb. 2016)*

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures –
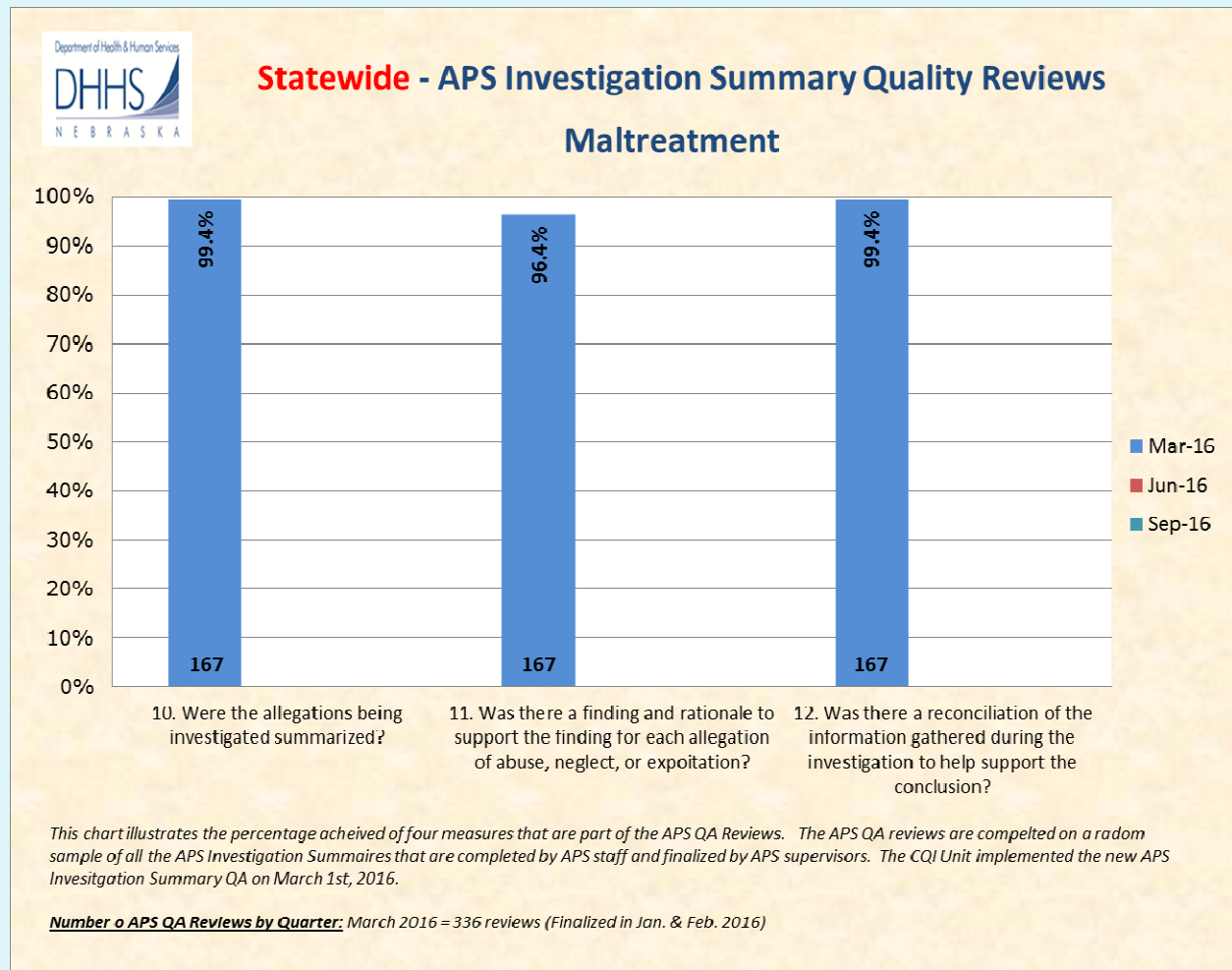Statewide (6 Month Period)

Strengths/Opportunities:
March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

Barriers:

Action Items:

Data Review Frequency: Monthly

Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?

Statewide - APS Investigation Summary Quality Reviews Maltreatment

- Mar-16
- Jun-16
- Sep-16

Bars (Mar-16):
- 10. Were the allegations being investigated summarized? — 99.4% (167)
- 11. Was there a finding and rationale to support the finding for each allegation of abuse, neglect, or expoitation? — 96.4% (167)
- 12. Was there a reconciliation of the information gathered during the investigation to help support the conclusion? — 99.4% (167)

This chart illustrates the percentage acheived of four measures that are part of the APS QA Reviews.   The APS QA reviews are compelted on a radom sample of all the APS Investigation Summaires that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Invesitgation Summary QA on March 1st, 2016.

Number o APS QA Reviews by Quarter: *March 2016 = 336 reviews (Finalized in Jan. & Feb. 2016)*

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

CHAPTER 3: Workforce Stability

- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

APS Intake Trends by Service Area (Past 12 Months)

Strengths/Opportunities:

April 2016: CSA has a decreasing trend over the past 12 months while the other service areas remain fairly steady.
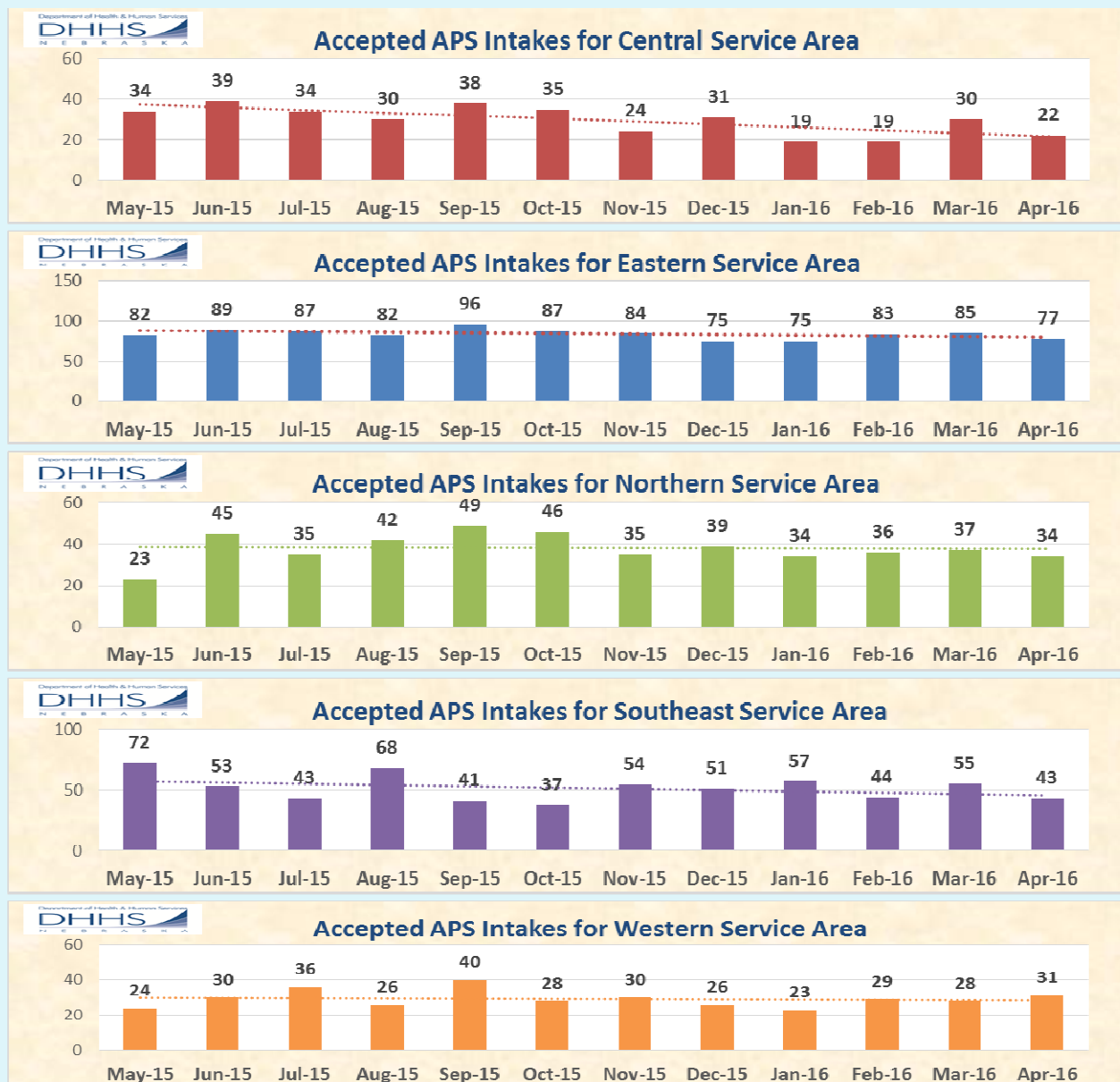
Barriers:

Action Items:

This data includes multiple reporter intakes.

Source: 2016-04 Intake QA Report

Data Review Frequency: Monthly

What are the current trends for accepted Adult Protective Services intakes for each Service Area for the past 12 months?

Accepted APS Intakes for Central Service Area

May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
34	39	34	30	38	35	24	31	19	19	30	22

Accepted APS Intakes for Eastern Service Area

May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
82	89	87	82	96	87	84	75	75	83	85	77

Accepted APS Intakes for Northern Service Area

May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
23	45	35	42	49	46	35	39	34	36	37	34

Accepted APS Intakes for Southeast Service Area

May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
72	53	43	68	41	37	54	51	57	44	55	43

Accepted APS Intakes for Western Service Area

May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
24	30	36	26	40	28	30	26	23	29	28	31

APS Staff Vacancy Rate (6 Month Period)

Strengths/Opportunities:

March 2016: One position on extended leave in WSA and one trainee and open position in SESA.

April 2016: Data will be available during the next CQI Meeting.

Barriers:

Action Items:

Planned: In the future, APS Staff could have their own classification.

Data Review Frequency: Monthly

How many APS positions were available for a full case load and how many positions were in Trainee status in a given month?

APS Positions (Full Case Load) by Service Area						
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CSA	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%
ESA	10/11, 90.9%	10/11, 90.9%	10/11, 90.9%	11/11, 100%	11/11, 100%	11/11, 100%
NSA	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%
SESA	6/7, 85.8%	6/7, 85.8%	7/7, 100%	7/7, 100%	6/7, 85.7%	5/7, 71.4%
WSA	4/4, 100%	3/4, 75.0%	3/4, 75.0%	3/4, 75.0%	3.5/4, 87.5%	3/4, 75.0%
Total	**29/31, 93.5%**	**28/31, 90.3%**	**29/31, 93.5%**	**30/31, 96.8%**	**29.5/31, 95.5%**	**28/31, 90.3%**

APS Positions (Trainee Status) by Service Area						
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
CSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
ESA	1/11, 9.1%	1/11, 9.1%	1/11, 9.1%	0/11, 0.0%	0/11, 0.0%	0/11, 0.0%
NSA	0/5, 100%	0/5, 100%	0/5, 100%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%
SESA	1/7, 14.3%	1/7, 14.3%	0/7, 0.0%	0/7, 0.0%	1/7, 14.3%	1/7, 14.3%
WSA	0/4, 100%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
Total	**2/31, 6.5%**	**2/31, 6.5%**	**1/31, 6.5%**	**0/31, 0.0%**	**1/31, 6.5%**	**1/31, 6.5%**

Source: Self-Report from all the Adult Protective Services Supervisors.

Average Investigation Per APS Worker Per Month

Strengths/Opportunities:
The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

2014: The average number of intakes per worker increased from 2013, but several service areas decreased.

2015: The average number of intakes per worker per month increased in CSA, NSA, and SESA while ESA remained the same, and WSA saw a decrease in the average number. Statewide the average number of new intakes per worker per month increased to 8.2.

Note: The number next to each service are represents the total allotted positions for the current year (2015).

Data Review Frequency: Monthly

On average, how many investigations were completed by APS workers in each Service Area and how many of those investigations were for Self Neglect, APS, or Org. Related Intakes?
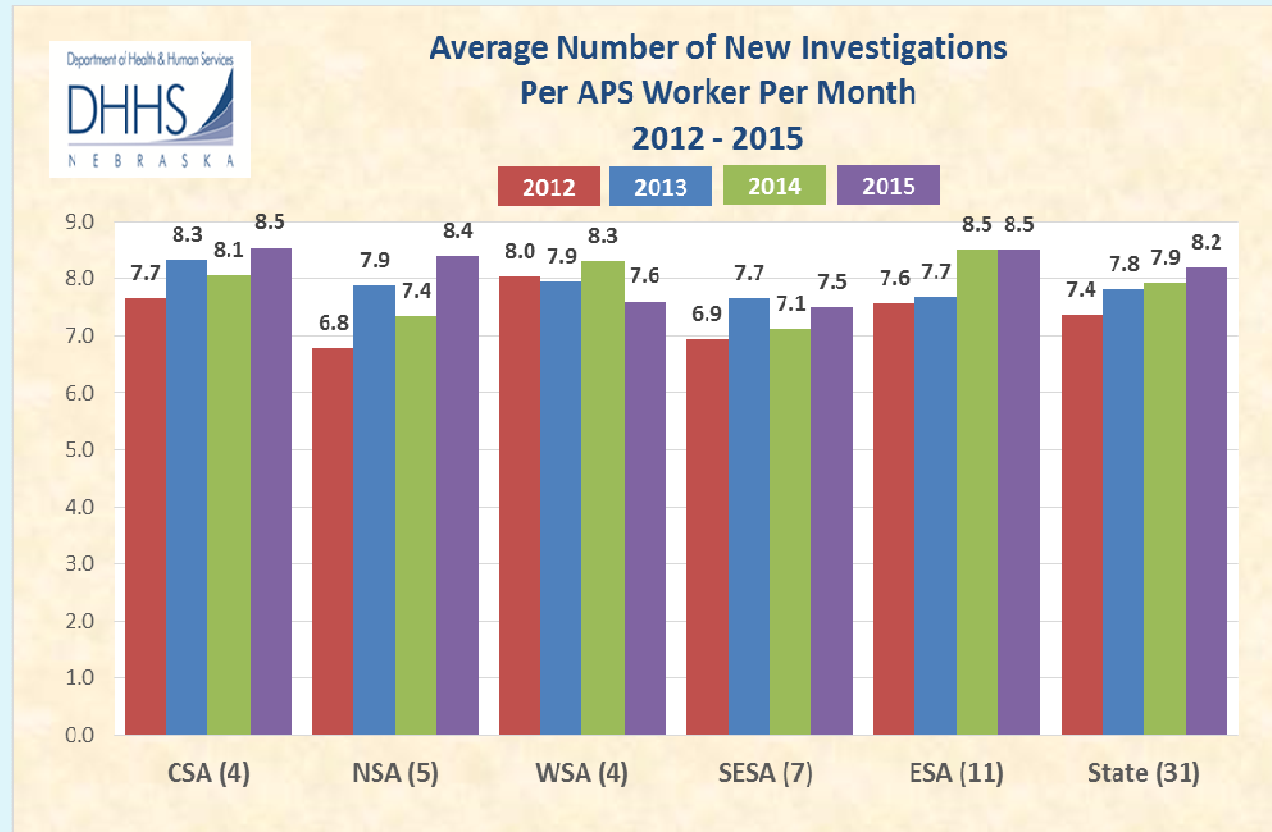
This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

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